

| Notes/Comments on the Qwest Report of November 2000 – October 2001 Regional Results | | |
|---|--|--|
| PID Numbers | Products (if applicable) | Description of Note/Comment |
| | | throughout the region. Qwest has excluded these notifications from Aug 01 results. |
| PO-8 & PO-9 | All Applicable Products | Removed JEOP exclusion type 17, which was originally implemented to capture five USOCs (LWI, LFV, SFO, RAU and LML) believed to be "grandfathered." In fact, only two of the five were actually grandfather, while the other three had very little activity. This change was effective beginning with Aug 01 results with a rerun of Mar - Jul 01 results. (This change was previously reported to have been made effective with Mar 01 results with revised results reported for Jul 00 - Feb 01. An internal review, however, determined this change was not actually implemented.) |
| PO-8A & PO-9A | | In connection with efforts to implement programming addressing UNE-P (Centrex 21) (as explained under PO-2 and PO-5 above), Implemented programming to include Resale Centrex 21 reporting under the Non-Designed Services category of PO-8A and PO-9A. This change reports data not previously captured and is effective with this (Nov 00 – Oct 01) report beginning with the Oct 01 results with a rerun of Jan - Sep 01 results. |
| PO-8A & -8D PO-9A & -9D | <ul style="list-style-type: none"> • Non-Designed Services • UNE-P (POTS) | Implemented programming to report under the "UNE-P (POTS)" product category the new UNE-P (Business) and UNE-P (Centrex 21) that have been recently offered separately from Resale (Non-Designed Services). Initial volumes of these two UNE-P (POTS) products were reported under the Non-Designed Services category in PO-8 and PO-9. Therefore, this change also includes re-running past results to move those initial volumes from the Non-Designed Services category to the UNE-P (POTS) category. This change is effective with this (Nov 00 - Oct 01) report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. |
| PO-9 | <ul style="list-style-type: none"> • Non-Designed Services • Unbundled Loops • LIS Trunks • UNE-P (POTS) | As a result of internal analysis, identified a problem where, in the process of implementing the concept of "Applicable Due Date," as recently approved by the TAG for OP-3, -4, -6 and -15 (which first appeared in the Sep 00 - Aug 01 report with a rerun of Jul 01 results), the ability to correctly exclude customer-caused misses in PO-9 was inadvertently lost. Corrected programming to restore the original ability to exclude customer-caused misses, as before. This change is effective with this (Nov 00 - Oct 01) report beginning with Oct 01 results with a rerun of Jul-Sep 01 results. |
| PO-9C | LIS Trunks | In response to a test incident, changed data source for the calculation of denominator to PANS/RSOR to be consistent with the missed orders measured in OP-3. This change was effective beginning with Jun 01 results. |
| PO-15 | N/A | <ul style="list-style-type: none"> • Implemented programming to exclude "C" orders with "features-only" changes in order to allow better identification of inward line activity consistent with the PID. This change reduced volumes reported and was effective beginning with Aug 01 results. • Due to a test incident, changed programming to compare the supplemental due date with due date of the supplemental record immediately previous beginning with Jan 01 results. • Due to a test incident, changed programming to default wholesale only products (UNE-P, UDIT, Line Sharing, UBL, |

| Notes/Comments on the Qwest Report of November 2000 – October 2001 Regional Results | | |
|---|--|--|
| PID Numbers | Products (if applicable) | Description of Note/Comment |
| | | <p>EUDIT, EELS) with a retail MCN to be counted in the wholesale denominator. This change was effective beginning with Apr 01 results.</p> <ul style="list-style-type: none"> As the result of an internal review, identified a programming problem where all "C" orders matched to line level data pulled from PANS Oracle were excepted from results due to usage of incompatible PANS data sets. This was corrected effective beginning with Jan 01 results. Implemented programming to add new "SI" Missed Function Code to the Missed Function Code Table for customer caused misses. This change is functionally effective beginning with process implementation on November 5, 2001 and will be reflected in Nov 01 results. |
| OP-2 | N/A | <ul style="list-style-type: none"> Beginning in Jan 01, Qwest changed the way calls from its 14-state Region are distributed to its Retail Business Offices. Previously, each Retail Business Office handled calls from a specified sub-region. Now, calls from any state can be directed to any Retail Business Office. As a result, Qwest's Retail results for this measurement may be temporarily worse as the Business Offices adjust to the new process. Also as a result, state-specific reporting reflects Regional Retail results beginning with Jan 01 data. State-specific reporting for prior months, up through Dec 00 reflect sub-regional results applicable to the state. Due to a change in Retail Markets, retail comparable results now include calls answered in the Care Centers (outside vendor activity). This change was effective beginning with Apr 01 results. |
| OP-3 | Enhanced Extended Loops (EEL) | Displays new standard of 90%, as approved by TAG, effective with this (Nov 00 - Oct 01) report. |
| OP-3 & -4 | Unbundled Loops: Loops with Conditioning | Implemented reporting, pursuant to this newly-approved PID product category, beginning with Sep 01 results. |
| OP-3, -4 & -5 | Shared Loop/Line Sharing | Applies new standards, as approved by the TAG, effective with this (Nov 00 - Oct 01) report. |
| OP-3, -4 & -6 | E911/911 | As a result of internal analysis, a problem was identified in the implementation of counting CLEC-caused misses, which was corrected beginning with Mar 01 results. |
| OP-3, -4 & -6 | Qwest DSL | Implemented programming to identify Qwest DSL to the line level. This allows better identification of the Qwest DSL product and its related inward order activity. This change was effective beginning with Aug 01 results. |
| OP-3, -4 & -6 | All Applicable Products | <ul style="list-style-type: none"> Implemented programming to use billing USOCs (NW1 and NW2) to further identify dispatched service orders for appropriate disaggregation reporting. This change was effective beginning with Jul 01 results. Implemented programming to add new "SI" Missed Function Code to the Missed Function Code Table for customer caused misses. This change is functionally effective beginning with process implementation on November 5, 2001 and will be reflected in Nov 01 results. |
| OP-3, -4, -6 & -15 | All Applicable Products | <ul style="list-style-type: none"> Implemented programming to utilize new missed function code (MFC) "C30" (consistent with the PID) which went into effect in late July 2001. This MFC is used to identify and exclude all |

| Notes/Comments on the Qwest Report of November 2000 – October 2001 Regional Results | | |
|---|-----------------------------|---|
| PID Numbers | Products (If applicable) | Description of Note/Comment |
| OP-3, -4, -6 & -15 (Continued) | All Applicable Products | <p>unbundled loop orders that were missed due to a "working-left-in" (WLI) situation. This change was effective beginning with Aug 01 results.</p> <ul style="list-style-type: none"> • In responding to a data request, Qwest discovered circumstances where completion status codes show in separate months resulting in duplicate reporting of some orders. Programming was implemented to identify and eliminate duplicate counts. This change was effective beginning with Aug 01 results (with a rerun of Jan – Jul 01 results first displayed in the Sep 00 - Aug 01 report). • Implemented programming to exclude "C" orders with "features-only" changes in order to allow better identification of inward line activity consistent with the PID. This change reduced volumes reported and was effective beginning with Aug 01 results. • Removed RSOR exclusion type 20 and PEND exclusion type 25, which were originally implemented to capture five USOCs (LWI, LFV, SFO, RAU and LML) believed to be "grandfathered." In fact, only two of the five were actually grandfather while the other three had very little activity. This change was effective beginning with Aug 01 results with a rerun of Mar - Jul 01 results. (This change was previously reported to have been made effective with Mar 01 results with revised results reported for Jul 00 - Feb 01. An internal review, however, determined this change was not actually implemented.) • As a result of internal analysis, identified two classes of service (WBL and WRL) that are wireless main lines that were incorrectly included in the product table, and therefore in performance results. Implemented programming to properly identify these as wireless and not include with results. This change was effective beginning with Aug 01 results (with a rerun of Jan - Jul 01 results first appearing in the Sep 00 - Aug 01 report). • Implemented programming to measure results to the current customer requested due date utilizing supplemental due dates, instead of the original due date, consistent with recently-approved PID changes. This change was effective beginning with Aug 01 results (with a rerun of Jul 01 results first appearing in the Sep 00 - Aug 01 report.) • As a results of internal analysis, changed programming to exclude orders with the "HD" (disaster recovery) missed function code from reporting beginning with Sep 01 results. • As a result of internal analysis, determined it is not sufficient to simply try to identify the WBL and WRL classes of service as wireless in order to properly not include in results. This is because these classes of service are also USOCs, which are sometimes used in conjunction with other classes of service (i.e. Residence or Business) that should be included in reporting. Implemented programming to remove WBL and WRL USOCs from the product table. Analysis shows the impact of this change is minimal. This change is effective with this (Nov 00 - Oct 01) report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. • Implemented programming to omit PORXX, PORPX and |

Attachment C

| Notes/Comments on the Qwest Report of November 2000 – October 2001 Regional Results | | |
|---|--|---|
| PID Numbers | Products (if applicable) | Description of Note/Comment |
| OP-3, -4, -6 & -15 (Continued) | All Applicable Products | <p>PORN from the USOC table. These are LNP USOCs used for billing "port-out" activity. Where these USOCs and feature activity were included on the same "C" order with inward activity, they resulted in the related non-inward activities being incorrectly included in results. This change is effective with this (Nov 00 - Oct 01) report beginning with Oct 01 results with a rerun of Jan - Sep 01 results.</p> <ul style="list-style-type: none"> As a result of internal analysis, identified a situation in line level programming that if the "string" of USOCs exceeds 200 characters on a "C" order with outward line activity, the record could be counted in results as inward activity. Corrected programming to not include outward activity in results where this situation exists. This change is effective with this (Nov 00 - Oct 01) report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. |
| OP-3, -4, -5, -6 & -15 | All Applicable Products | Implemented programming to identify PIC change service orders (PSP, PAE, and NR9R2) and exclude those with no associated inward line activity. This change was effective beginning with Jul 01 results. |
| OP-3, -4, -5, -6 & -15 | Centrex, Centrex 21, UNE-P (POTS), UNE-P (Centrex) | Implemented programming to report UNE-P (Centrex 21) (i.e., POTS Centrex) results under UNE-P(POTS), separate from results for Resale Business and Centrex 21 where they were previously reported. This change also implements separate reporting for UNE-P (Centrex) (i.e., non-POTS, or "complex," Centrex) under its own product heading, consisting of results previously reported under Resale Centrex. This change is effective with this (Nov 00 - Oct 01) report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. A PID update proposal has been submitted to the TAG and is under consideration as of 20 Nov 01 (ROC) and 03 Dec 01 (AZ). |
| OP-3, -4, -5, -6 & -15 | UDIT - Above DS1 Level | As a result of internal analysis, determined that some records were following a non-designed flow and were therefore not being reported under the PID-specified Zone-type reporting for this product. Implemented programming to correct the UDIT DS3 designation in the PROD_DES table. Correcting this table allows Qwest to identify all UDIT-Above DS1 records and include them in Zone-type reporting as required by the PID. This change is effective with this (Nov 00 - Oct 01) report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. |
| OP-3, -4, -5, -6 & -15 | Sub-Loop | As a result of internal analysis, determined that the two Sub-Loop USOCs originally included in the product table were inadvertently omitted at some point in early Spring 2001 during routine updates of the table. Implemented programming to return these two Sub-Loop USOCs to the product table along with several new Sub-Loop USOCs. This change is effective with this (Nov 00 - Oct 01) report beginning with Oct 01 results (for all USOCs) with a rerun of Jan - Sep 01 results (for the two original USOCs). |
| OP-3, -4, -5, -6 & -15 | UNE-P (POTS) | As a result of internal analysis, identified that data for UNE-P (POTS) follows either a designed or a non-designed order flow, but that only the non-designed data has been reported under the PID-specified MSA-type reporting. Implemented programming to report all activity under MSA-type reporting. This change is effective with this (Nov 00 - Oct 01) report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. |

| Notes/Comments on the Qwest Report of November 2000 – October 2001 Regional Results | | |
|---|---|---|
| PID Numbers | Products (if applicable) | Description of Note/Comment |
| OP-3, -4, -5, -6, -7 & -15 | All Applicable Products | Implemented exclusion of "I NPP" USOC indicating service interruption due to non-payment beginning with Jan 01 results. |
| OP-4C | All Applicable Products | Due to internal analysis, implemented exclusion for customer requested longer than standard intervals for non-dispatched orders to accurately determine intervals beginning with May 01 results. |
| OP-4C | Business & UNE-P (POTS) | Updated the Standard Interval Table at state-specific levels only effective with this (Nov 00 - Oct 01) report beginning with Oct 01 results. |
| OP-5 | All Applicable Products | <ul style="list-style-type: none"> As a result of internal analysis, identified a rounding problem with programming. In some cases when volumes were low, results were reported in fractions of a repair ticket. This rounding problem was corrected beginning with Aug 01 results (with a rerun of Jan - Jul 01 results first appearing in the Sep 00 - Aug 01 report). Implemented programming to exclude disposition code 10XX, internally referred-out tickets (except 1001), for non-designed services. This change was effective beginning with Jul 01 results. In addition to PID-defined reporting for OP-5, also implemented separate reporting, for information purposes, which excludes repair tickets coded with "Test OK," or "No Trouble Found" (TOK/NTF) which are not followed within 30 days by trouble tickets involving valid trouble, beginning with Aug 01 results. The additional results thus reported are designated as OP-5* (i.e., with the asterisk). (OP-5* results for the latest month are not reported until the next report, in order to allow 30 days to verify there are no later trouble reports for the same service involving valid trouble.) |
| OP-5 | Basic ISDN, Primary ISDN, Centrex & PBX | In response to test incidents, implemented programming to report all data whether non-designed (MTAS) or designed (WFA-C). The results are reported in the appropriate disaggregation (MSA-type or Zone-type) level for the product as noted in the PID, but include all data. This change was effective beginning with Aug 01 results. |
| OP-7 & -13 | All Unbundled Loops | <ul style="list-style-type: none"> Results for Nov 00 - Dec 00 reflect the exclusion of <i>orders</i> with CLEC-caused delays. Results for all subsequent months reflect the exclusion of <i>time intervals</i> associated with CLEC-caused delays, consistent with TAG-approved PID change. As a result of internal analysis, identified that a specific pseudo CLEC was being calculated as "unknown" because of identification in the CUSTNAME field. Programming was changed to examine the last 3 fields in the MCN, and if blank, to check the CUSTNAME field, to identify the CLEC. This change was effective beginning with May 01 results. (Previous notes indicated this change was effective beginning with Jan 01 results.) |
| OP-7 | All Unbundled Loops | Due to the increasing number of records with a combination of new loops and existing loops, programming was modified to be PID compliant by including only the count of existing loops (i.e., "hot cuts") to determine the interval. This change was effective beginning with May 01 results. |
| OP-13 | All Unbundled Loops | Programming was modified to include multiple CLEC-delayed intervals during an individual coordinated cut, which are now |

| Notes/Comments on the Qwest Report of November 2000 – October 2001 Regional Results | | |
|---|-----------------------------|---|
| PID Numbers | Products (if applicable) | Description of Note/Comment |
| | | <p>correct programming effective beginning with Aug 01 results (with a rerun of May - Jul 01 results first appearing in the Sep 00 - Aug 01 report).</p> <ul style="list-style-type: none"> As a result of internal analysis, identified that records for Idaho IP (Malheur Bell) are billed via Western CRIS and therefore have related adjustment codes. Programming has been changed to read Western CRIS for the correct adjustment code detail and then move the impacted records back to Central CRIS for Idaho reporting. This change was effective with the Oct 00 - Sep 01 report beginning with Sep 01 results. There was no impact to prior results. |
| BI-3B | Reciprocal Compensation | Implemented programming to change the data source to allow for identification and omission of Transit Bill and Keep Records from reporting beginning with Sep 01 results. All prior results were omitted from the Oct 00 - Sep 01 report. A rerun of Apr - Aug 01 results is pending. |
| BI-3A, -1B & -3B | All Applicable Products | Programming was implemented to mechanize reporting beginning with Apr 01 results. |
| BI-3A, -3B & -4B | All Applicable Products | To comply with the intent of these measurements and in concert with adjustment values, programming was implemented to use the absolute value in revenue calculations. This change was effective beginning with Jul 01 results. |
| BI-4A | UNEs and Resale | <ul style="list-style-type: none"> As a result of internal analysis, implemented programming to add Frame Relay data from IABS to results reported. This change was effective beginning with Aug 01 results. The impact of this change is minimal, as volumes are low in comparison to data reported from CRIS. A rerun of results for Apr - Jul 01 to capture programming change referenced above adding Frame Relay data from IABS was reflected in the Oct 00 - Sep 01 report. As a result of internal analysis, identified a problem where a CRIS table had been updated via a streamlined process which caused a reduction in volumes reported for Aug and Sep 01 (primarily Sep 01). Revised files have been created in MTAS and this (Nov 00 - Oct 01) report reflects a rerun of Aug and Sep 01 results. |
| DB-1A | N/A | Mechanized reporting of the E911 measurement was effective beginning with Sep 01 results. |
| DB-1B | N/A | Mechanized reporting of the LIDB measurement was effective beginning with Aug 01 results. |
| DB-1C-2 & -2C-2 | N/A | With the implementation of electronic (EDI) capability for Directory Listing updates, previously measured as manual updates under these measurements, results are no longer reported for these sub-measurements, consistent with PID notes, beginning with May 01 results. |
| DA-1 | N/A | Beginning with Feb 01 results going forward, the "Sub-region applicable to state" (as called for in the PID) has changed in reporting results for Qwest's Central and Western Regions (WA, OR, MT, ID, WY UT, CO, AZ & NM), with all nine states reported as one "sub-region." Accordingly, results reported for each of the specified states are the same. Feb 01 results going forward also reflect data for both National and Local Directory Assistance. Prior months reflect data for Local Directory Assistance only. |
| NI-1A & B | N/A | TGSR related exclusions and exclusions for specified out-of- |

Attachment C

| Notes/Comments on the Qwest Report of November 2000 – October 2001 Regional Results | | |
|---|--------------------------|---|
| PID Numbers | Products (if applicable) | Description of Note/Comment |
| | | service conditions are reflected in Mar 01 results forward, in accordance with TAG-approved PID changes. |
| NI-1C & D | N/A | Exclusions for specified out-of-service conditions are reflected in Mar 01 results forward, in accordance with TAG-approved PID changes. Results prior to Mar 01 do not reflect these exclusions. |
| CP-1 & -2 | N/A | The Oct 00 - Sep 01 report reflected a rerun of Aug 01 results due to incorrect data on feasibility start dates found during the Liberty audit. |
| CP-1C & CP-2C | N/A | Implemented standards as agreed in 271 Workshops effective with this (Nov 00 - Oct 01) report. |
| CP-1, -2, -3 & -4 | N/A | <ul style="list-style-type: none"> Results for the period prior to Qwest's collocation process change (prior to Apr 01) were removed from reporting beginning with the Sep 00 - Aug 01 report. Results for Apr 01 forward are provided in accordance with TAG-approved PIDs. Programming was implemented to mechanize reporting beginning with Apr 01 results. In response to a Test Incident, start times were corrected in COMET. This change was effective beginning with Apr 01 results. Added new collocation type "K" Direct Connection (physical XXX) to reporting. This change is effective with this (Nov 00 - Oct 01) report beginning with Oct 01 results. |

Explanation for Display of Statistics:

Percentage-type Measurements

- N/A is displayed when the statistic is not defined and cannot be calculated; i.e., there is no variance.
 - Z-score - N/A is displayed when all Qwest observations have the same value. Note that the Qwest standard deviation is not displayed on the report.
 - Parity score - N/A is displayed when all observations from both the CLEC and Qwest samples have the same value, e.g., both results are 100% or 0%. Note that this is a parity condition, however a parity score can't be calculated.
- A Blank is displayed when there are no data available on which to calculate the statistic.
 - If there are no CLEC data, the CLEC fields are blank, and the z-score and parity fields are blank.
 - If there are no Qwest data, the Qwest fields are blank, and the z-score and parity fields are blank.

Interval-type Measurements

- A blank is displayed when the statistic is not defined and cannot be calculated; i.e., there is no variance, or when there are no data available on which to calculate the statistic.
 - Z-score – A blank is displayed when all Qwest observations have the same value. Note that the Qwest standard deviation is not displayed on the report.
 - Parity score – A blank is displayed when all observations from both the CLEC and Qwest samples have the same value, e.g., both results are 100% or 0%. (Note that this is a parity condition, however a parity score can't be calculated.)
 - If there are no CLEC data, the CLEC fields are blank, and the z-score and parity fields are blank.
 - If there are no Qwest data, the Qwest fields are blank, and the z-score and parity fields are blank.

Please see also the document, "Reading Reports," also on Qwest's Wholesale 271 Performance Results reporting website (<http://www.qwest.com/wholesale/results/readreports.html>).

Attachment D



"Kathy Haile" <khaile@qwest.com> on 03/27/2002 02:13:39 PM

To: "Denise Anderson" <res088ng@verizon.net>, "Marie Bakunas" <mbakunas@earthlink.net>
cc: roc-tag@psclist.state.mt.us

Subject: Request for Additional Items on TAG Agenda - GA-7, MR-3, 4, 6, 8 & 10 PID updates

Qwest would like to request the following PID updates be added to the TAG agenda.

GA-7 - Clarify exclusion bullet to match reporting level. When reporting level changed to CLEC aggregate exclusion should have been updated but was overlooked. Exclusion needs to be based on duplicate report of the same outage from any CLEC.

MR-3, 4, 6, 7, 8, and 10 - Add UNE-P Centrex as product reporting category in the MR measures. Addition of UNE-P was previously approved for the OP measures. MR measures should have been presented to TAG at the same time but weren't.

MR-7 - Add standard for Shared Loop/Line Sharing based on impasse resolution.

Qwest would like concurrence from the TAG on these PID language clean up items.

Thanks,

Kathy Haile

(See attached file: MR-3, 4, 6, 7, 8, & 10Draft Update - 10Oct01&25Mar02.doc) (See attached file: GA-7revisedfrom10-221ROC 271 Wkg PID ver 4.021Feb02draft.doc)

- MR-3, 4, 6, 7, 8, & 10Draft Update - 10Oct01&25Mar02.doc

- GA-7revisedfrom10-221ROC 271 Wkg PID ver 4.021Feb02draft.doc

MR-3 – Out of Service Cleared within 24 Hours - Draft 10 Oct 01

| | |
|--|--|
| Purpose: Evaluates timeliness of repair for specified services, focusing on trouble reports where the out-of-service trouble reports were cleared within the standard estimate for specified services (i.e., 24 hours for out-of-service conditions). | |
| Description: Measures the percentage of out of service trouble reports, involving specified services, that are cleared within 24 hours of receipt of trouble reports from CLECs or from retail customers. <ul style="list-style-type: none">• Includes all trouble reports, closed during the reporting period, which involve a specified service that is out-of-service (i.e., unable to place or receive calls), subject to exclusions specified below.• Time measured is from date and time of receipt to date and time trouble is indicated as cleared. | |
| Reporting Period: One month Unit of Measure: Percent | |
| Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results | Disaggregation Reporting: Statewide level. <ul style="list-style-type: none">• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving:<ul style="list-style-type: none">MR-3A Dispatches within MSAs;MR-3B Dispatches outside MSAs; andMR-3C No dispatches.• Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:<ul style="list-style-type: none">MR-3D In Interval Zone 1 areas; andMR-3E In Interval Zone 2 areas. |
| Formula: $\frac{\text{(Number of Out of Service Trouble Reports closed in the reporting period that are cleared within 24 hours)}}{\text{(Total Number of Out of Service Trouble Reports closed in the reporting period)}} \times 100$ | |
| Explanation: Percentage is obtained by dividing the total number of OOS reports cleared within 24 hours by the total number of OOS reports closed during the measurement period. | |
| Exclusions: <ul style="list-style-type: none">• Trouble reports coded as follows:<ul style="list-style-type: none">– For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);– For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).• Subsequent trouble reports of any trouble before the original trouble report is closed.• Information tickets generated for internal Qwest system/network monitoring purposes.• Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".• For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.• Records involving official company services.• Records with invalid trouble receipt dates.• Records with invalid cleared or closed dates.• Records with invalid product codes.• Records missing data essential to the calculation of the measurement per the PID. | |

MR-3 – Out of Service Cleared within 24 Hours (Continued)

| Product Reporting: | Standards: |
|--|--|
| MSA-Type Disaggregation - | |
| • Resale | |
| Residential single line service | Parity with retail service |
| Business single line service | Parity with retail service |
| Centrex | Parity with retail service |
| Centrex 21 | Parity with retail service |
| PBX Trunks | Parity with retail service |
| Basic ISDN | Parity with retail service |
| • Unbundled Network Element – Platform (UNE-P) (POTS) | Parity with appropriate retail service |
| • Unbundled Network Element – Platform (UNE-P) (Centrex) | Parity with retail Centrex |
| • Shared Loop/Line Sharing | Parity with Res/Bus POTS |
| • Sub-Loop Unbundling | Diagnostic |
| <u>Zone-type Disaggregation -</u> | |
| • Resale | |
| Qwest DSL | Parity with retail service |
| • Unbundled Loops: | |
| Analog Loop | Parity with retail Res and Bus POTS |
| Non-loaded Loop (2 wire) | Parity with retail ISDN-BRI |
| ISDN-capable Loop | Parity with ISDN-BRI |
| ADSL-qualified Loop | Parity with retail Qwest DSL |
| Availability: <div>Available</div> | Notes: |

| MR-3 Revision Log (since ROC PID version 4.0 dated October 22, 2001) | | |
|--|----------------------|----------------|
| Description | Status | Date |
| • Add UNE-P (Centrex) product reporting category | Submitted to ROC TAG | 27 March, 2002 |

MR-4 – All Troubles Cleared within 48 hours - Draft 10 Oct 01

| | |
|--|---|
| Purpose: Evaluates timeliness of repair for specified services, focusing on trouble reports of all types (both out of service and service affecting) and on the number of such trouble reports cleared within the standard estimate for specified services (i.e., 48 hours for service-affecting conditions). | |
| Description: Measures the percentage of trouble reports, for specified services, that are cleared within 48 hours of receipt of trouble reports from CLECs or from retail customers. <ul style="list-style-type: none">• Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below.• Time measured is from date and time of receipt to date and time trouble is indicated as cleared. | |
| Reporting Period: One month | Unit of Measure: Percent |
| Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results | Disaggregation Reporting: Statewide level. <ul style="list-style-type: none">• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving:<ul style="list-style-type: none">MR-4A Dispatches within MSAs;MR-4B Dispatches outside MSAs; andMR-4C No dispatches.• Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:<ul style="list-style-type: none">MR-4D In Interval Zone 1 areas; andMR-4E In Interval Zone 2 areas |
| Formula: $\left[\frac{\text{(Total Trouble Reports closed in the reporting period that are cleared within 48 hours)}}{\text{(Total Trouble Reports closed in the reporting period)}} \right] \times 100$ | |
| Exclusions: <ul style="list-style-type: none">• Trouble reports coded as follows:<ul style="list-style-type: none">– For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);– For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).• Subsequent trouble reports of any trouble before the original trouble report is closed.• Information tickets generated for internal Qwest system/network monitoring purposes.• Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".• For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.• Records involving official company services.• Records with invalid trouble receipt dates.• Records with invalid cleared or closed dates.• Records with invalid product codes.• Records missing data essential to the calculation of the measurement per the PID. | |

MR-4 – All Troubles Cleared within 48 Hours (Continued)

| Product Reporting: | | Standards: | |
|--|--|--|----------------|
| MSA-Type Disaggregation - | | | |
| • Resale | | | |
| Residential single line service | | Parity with retail service | |
| Business single line service | | Parity with retail service | |
| Centrex | | Parity with retail service | |
| Centrex 21 | | Parity with retail service | |
| PBX Trunks | | Parity with retail service | |
| Basic ISDN | | Parity with retail service | |
| • Unbundled Network Element – Platform (UNE-P) (POTS) | | Parity with appropriate retail service | |
| • Unbundled Network Element – Platform (UNE-P) (Centrex) | | Parity with retail Centrex | |
| • Shared Loop/Line Sharing | | Parity with Res/Bus POTS | |
| • Sub-Loop Unbundling | | Diagnostic | |
| Zone-Type Disaggregation - | | | |
| • Resale | | | |
| Qwest DSL | | Parity with retail service | |
| • Unbundled Loops: | | | |
| Analog Loop | | Parity with retail Res and Bus POTS | |
| Non-loaded Loop (2 wire) | | Parity with retail ISDN-BRI | |
| ISDN-capable Loop | | Parity with retail ISDN-BRI | |
| ADSL-qualified Loop | | Parity with retail Qwest DSL | |
| Availability: Available | | Notes: | |
| MR-4 Revision Log (since ROC PID version 4.0 dated October 22, 2001) | | | |
| Description | | Status | Date |
| • Add UNE-P (Centrex) product reporting category | | Submitted to ROC TAG | 27 March, 2002 |

MR-6 – Mean Time to Restore - Draft 10 Oct 01

| | |
|--|--|
| Purpose: Evaluates timeliness of repair, focusing how long it takes to restore services to proper operation. | |
| Description: Measures the time actually taken to clear trouble reports. <ul style="list-style-type: none">• Includes all trouble reports closed during the reporting period, subject to exclusions specified below.• Includes customer direct reports, customer-relayed reports, and test assist reports that result in a trouble report.• Time measured is from date and time of receipt to date and time trouble is cleared. | |
| Reporting Period: One month | |
| Unit of Measure: Hours and Minutes | |
| Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results | Disaggregation Reporting: Statewide level. <ul style="list-style-type: none">• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving:<ul style="list-style-type: none">MR-6A Dispatches within MSAs;MR-6B Dispatches outside MSAs; andMR-6C No dispatches.• Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:<ul style="list-style-type: none">MR-6D In Interval Zone 1 areas; andMR-6E In Interval Zone 2 areas. |
| Formula: $\Sigma [(\text{Date \& Time Trouble Report Cleared}) - (\text{Date \& Time Trouble Report Opened})] / (\text{Total number of Trouble Reports closed in the reporting period})$ | |
| Exclusions: <ul style="list-style-type: none">• Trouble reports coded as follows:<ul style="list-style-type: none">– For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);– For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).• Subsequent trouble reports of any trouble before the original trouble report is closed.• Information tickets generated for internal Qwest system/network monitoring purposes.• Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".• For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.• Records involving official company services.• Records with invalid trouble receipt dates.• Records with invalid cleared or closed dates.• Records with invalid product codes.• Records missing data essential to the calculation of the measurement per the PID. | |

MR-6 – Mean Time to Restore (Continued)

| Product Reporting: | | Standards: | |
|---|--|---|----------------|
| MSA-Type Disaggregation - | | | |
| • Resale | | | |
| Residential single line service | | Parity with retail service | |
| Business single line service | | Parity with retail service | |
| Centrex | | Parity with retail service | |
| Centrex 21 | | Parity with retail service | |
| PBX Trunks | | Parity with retail service | |
| Basic ISDN | | Parity with retail service | |
| • Unbundled Network Element – Platform (UNE-P) (POTS) | | Parity with like retail service | |
| • Unbundled Network Element – Platform (UNE-P) (Centrex) | | Parity with retail Centrex | |
| • Shared Loop/Line Sharing | | Parity with Res/Bus POTS | |
| • Sub-Loop Unbundling | | Diagnostic | |
| Zone-Type Disaggregation - | | | |
| • Resale | | | |
| Qwest DSL | | Parity with retail service | |
| Primary ISDN | | Parity with retail service | |
| DS0 | | Parity with retail service | |
| DS1 | | Parity with retail service | |
| DS3 and higher bit-rate services (aggregate) | | Parity with retail service | |
| Frame Relay | | Parity with retail service | |
| • LIS Trunks | | Parity with Feature Group D (aggregate) | |
| • Unbundled Dedicated Interoffice Transport (UDIT) | | | |
| UDIT – DS1 level | | Parity with retail DS1 Private Line | |
| UDIT – Above DS1 level | | Parity with retail Private Lines above DS1 level | |
| Dark Fiber – IOF | | Diagnostic | |
| • Unbundled Loops: | | | |
| Analog Loop | | Parity with retail Res and Bus POTS | |
| Non-loaded Loop (2-wire) | | Parity with retail ISDN BRI | |
| Non-loaded Loop (4-wire) | | Parity with retail DS1 Private Line | |
| DS1-capable Loop | | Parity with retail DS1 Private Line | |
| ISDN-capable Loop | | Parity with retail ISDN BRI | |
| ADSL-qualified Loop | | Parity with retail Qwest DSL | |
| Loop types of DS3 and higher bit-rates (aggregate) | | Parity with retail DS3 and higher bit-rate Private Line services (aggregate) | |
| Dark Fiber – Loop | | Diagnostic | |
| • E911/911 Trunks | | Parity with retail E911/911 Trunks | |
| • Enhanced Extended Links (EELs) | | Diagnostic | |
| Availability: Available | | Notes: 1. Saturday is counted as a business day when the repair is completed on Saturday. | |
| MR-6 Revision Log (since ROC PID version 4.0 dated October 22, 2001) | | | |
| Description | | Status | Date |
| • Add UNE-P (Centrex) product reporting category | | Submitted to ROC TAG | 27 March, 2002 |

MR-7 – Repair Repeat Report Rate - Draft 25 Mar 02

Purpose:

Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 calendar days).

Description:

Measures the percentage of trouble reports that are repeated within 30 days on end user lines and circuits.

- Includes all trouble reports closed during the reporting period that are received within thirty (30) days of the previous trouble report for the same service (regardless of whether the report is about the same type of trouble for that service), subject to exclusions specified below.
- In determining same service Qwest will compare the end user telephone number or circuit number of the trouble reports with reports received in the prior 30 days.
- Includes reports due to Qwest network or system causes, customer-direct and customer-relayed reports.
- The 30-day period applied in the numerator of the formula below is from the date and time that the immediately-preceding trouble report is closed to the date and time that the next, or "repeat" trouble report is received (i.e., opened).

Reporting Period: One month

Unit of Measure: Percent

Reporting Comparisons:
CLEC
aggregate,
individual
CLEC and
Qwest Retail
results

Disaggregation Reporting: Statewide level.

- Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving:
MR-7A Dispatches within MSAs;
MR-7B Dispatches outside MSAs; and
MR-7C No dispatches.
- Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:
MR-7D In Interval Zone 1 areas; and
MR-7E In Interval Zone 2 areas.

Formula:

$$\left[\frac{\text{Total repeated trouble reports closed within the reporting period that were received within 30 calendar days of when the preceding initial trouble report closed}}{\text{Total number of Trouble Reports Closed in the reporting period}} \right] \times 100$$

Exclusions:

- Trouble reports coded as follows:
 - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
 - For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.
- Records involving official company services.
- Records with invalid trouble receipt dates.
- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

MR-7 – Repair Repeat Report Rate (Continued)

| Product Reporting: | | Standards: | |
|---|--|--|----------------|
| MSA-Type Disaggregation - | | | |
| • Resale | | | |
| Residential single line service | | Parity with retail service | |
| Business single line service | | Parity with retail service | |
| Centrex | | Parity with retail service | |
| Centrex 21 | | Parity with retail service | |
| PBX Trunks | | Parity with retail service | |
| Basic ISDN | | Parity with retail service | |
| • Unbundled Network Element – Platform (UNE-P) (POTS) | | Parity with like retail service | |
| • Unbundled Network Element – Platform (UNE-P) (Centrex) | | Parity with retail Centrex | |
| • Shared Loop/Line Sharing | | Diagnostic (Expectation parity with Qwest Retail DSL) | |
| • Sub-Loop Unbundling | | Diagnostic | |
| Zone-Type Disaggregation - | | | |
| • Resale | | | |
| Qwest DSL | | Parity with retail service | |
| Primary ISDN | | Parity with retail service | |
| DS0 | | Parity with retail service | |
| DS1 | | Parity with retail service | |
| DS3 and higher bit-rate services (aggregate) | | Parity with retail service | |
| Frame Relay | | Parity with retail service | |
| • LIS Trunks | | Parity with Feature Group D (aggregate) | |
| • Unbundled Dedicated Interoffice Transport (UDIT) | | | |
| UDIT – DS1 level | | Parity with retail DS1 Private Line | |
| UDIT – Above DS1 level | | Parity with retail Private Lines above DS1 level | |
| Dark Fiber – IOF | | Diagnostic | |
| • Unbundled Loops: | | | |
| Analog Loop | | Parity with retail Res and Bus POTS | |
| Non-loaded Loop (2-wire) | | Parity with retail ISDN BRI | |
| Non-loaded Loop (4-wire) | | Parity with retail DS1 Private Line | |
| DS1-capable Loop | | Parity with retail DS1 Private Line | |
| ISDN-capable Loop | | Parity with retail ISDN BRI | |
| ADSL-qualified Loop | | Parity with retail Qwest DSL | |
| Loop types of DS3 and higher bit-rates (aggregate) | | Parity with retail DS3 and higher bit-rate Private Line services (aggregate) | |
| Dark Fiber – Loop | | Diagnostic | |
| • E911/911 Trunks | | Parity with retail E911/911 Trunks | |
| • Enhanced Extended Links (EELs) | | Diagnostic | |
| Availability: | | Notes: | |
| Available | | | |
| MR-7 Revision Log (since ROC PID version 4.0 dated October 22, 2001) | | | |
| Description | | Status | Date |
| • Add UNE-P (Centrex) product reporting category | | Submitted to ROC TAG | 27 March, 2002 |
| • Add standard for Shared Loop/Line Sharing based on impasse resolution | | | |

MR-8 – Trouble Rate - Draft 10 Oct 01

| | |
|--|---|
| Purpose: Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element. | |
| Description: Measures trouble reports by product and compares them to the number of lines in service. <ul style="list-style-type: none">• Includes all trouble reports closed during the reporting period, subject to exclusions specified below.• Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting. | |
| Reporting Period: One month | Unit of Measure: Percent |
| Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results | Disaggregation Reporting: Statewide level. |
| Formula: [(Total number of trouble reports closed in the reporting period involving the specified service grouping) / (Total number of the specified services that are in service in the reporting period)] x 100 | |
| Exclusions: <ul style="list-style-type: none">• Trouble reports coded as follows:<ul style="list-style-type: none">– For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);– For products measured from WFA data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).• Subsequent trouble reports of any trouble before the original trouble report is closed.• Information tickets generated for internal Qwest system/network monitoring purposes.• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.• Records involving official company services.• Records with invalid trouble receipt dates.• Records with invalid cleared or closed dates.• Records with invalid product codes.• Records missing data essential to the calculation of the measurement per the PID. | |

MR-8 – Trouble Rate (continued)

| Product Reporting: | Standards: | |
|--|---|----------------|
| <ul style="list-style-type: none">Resale | | |
| Residential single line service | Parity with retail service | |
| Business single line service | Parity with retail service | |
| Centrex ^{NOTE 1} | Parity with retail service | |
| Centrex 21 ^{NOTE 1} | Parity with retail service | |
| PBX Trunks | Parity with retail service | |
| Basic ISDN ^{NOTE 2} | Parity with retail service | |
| Qwest DSL | Parity with Qwest DSL service | |
| Primary ISDN ^{NOTE 2} | Parity with retail service | |
| DS0 | Parity with retail service | |
| DS1 | Parity with retail service | |
| DS3 and higher bit-rate services (aggregate) | Parity with retail service | |
| Frame Relay | Parity with retail service | |
| <ul style="list-style-type: none">Unbundled Network Element – Platform (UNE-P) (POTS) | Parity with like retail service | |
| <ul style="list-style-type: none">Unbundled Network Element – Platform (UNE-P) (Centrex) | Parity with retail Centrex | |
| <ul style="list-style-type: none">Shared Loop/Line Sharing | Parity with Res/Bus POTS | |
| <ul style="list-style-type: none">Sub-Loop Unbundling | Diagnostic | |
| <ul style="list-style-type: none">LIS Trunks | Parity with Feature Group D (aggregate) | |
| <ul style="list-style-type: none">Unbundled Dedicated Interoffice Transport (UDIT) | | |
| UDIT – DS1 level | Parity with retail DS1 Private Line Service | |
| UDIT – Above DS1 level | Parity with retail Private Lines above DS1 level | |
| Dark Fiber – IOF | Diagnostic | |
| <ul style="list-style-type: none">Unbundled Loops: | | |
| Analog Loop | Parity with retail Res and Bus POTS | |
| Non-loaded Loop (2-wire) | Parity with retail ISDN BRI | |
| Non-loaded Loop (4-wire) | Parity with retail DS1 Private Line | |
| DS1-capable Loop | Parity with retail DS1 Private Line | |
| ISDN-capable Loop | Parity with retail ISDN BRI | |
| ADSL-qualified Loop | Parity with retail Qwest DSL | |
| Loop types of DS3 and higher bit-rates (aggregate) | Parity with retail DS3 and higher bit-rate services (aggregate) | |
| Dark Fiber – Loop | Diagnostic | |
| <ul style="list-style-type: none">E911/911 Trunks | Parity with retail E911/911 Trunks | |
| <ul style="list-style-type: none">Enhanced Extended Links (EELs) | Diagnostic | |
| Availability: <ul style="list-style-type: none">Available (except as noted below)Under Development:<ul style="list-style-type: none">– Retail comparable for LIS Trunks - beginning with Feb 01 data on the Jun 01 Report Shared Loop/Line Sharing beginning with May 01 data on the Jun 01 Report | Notes: <ol style="list-style-type: none">Prior to Mar 01 data Centrex and Centrex 21 results were reported combined under the Centrex heading.Prior to Mar 01 data Resale Basic and Primary ISDN results were reported combined under the Resale ISDN POTS heading. | |
| MR-8 Revision Log (since ROC PID version 4.0 dated October 22, 2001) | | |
| Description | Status | Date |
| <ul style="list-style-type: none">Add UNE-P (Centrex) product reporting category | Submitted to ROC TAG | 27 March, 2002 |

MR-10 – Customer and Non-Qwest Related Trouble Reports - Draft 10 Oct 01

Purpose:

Evaluates the extent that trouble reports were customer related, and provides diagnostic information to help address potential issues that might be raised by the core maintenance and repair performance indicators.

Description:

Measures the percentage of all trouble reports that are attributed to the customer as a percentage of all trouble reports resolved during the reporting period, subject to exclusions specified below.

Includes trouble reports closed during the reporting period coded as follows:

- For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11), Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); and trouble reports involving a "no access" delay for MSA type disaggregated products.
- For products measured from WFA (Workforce Administration) data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).

Reporting Period: One month

Unit of Measure: Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results

Disaggregation Reporting: Statewide level.

Formula:

(Number of Trouble Reports coded to disposition codes specified above) / (Total Number of Trouble Reports Closed in the Reporting Period)

Exclusions:

- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Records involving official company services.
- Records with invalid trouble receipt dates.
- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.

MR-10 – Customer and Non-Qwest Related Trouble Reports (continued)

| Product Reporting: | | Standards: | |
|---|--|------------|------|
| • Resale | | | |
| Residential single line service | | Diagnostic | |
| Business single line service | | Diagnostic | |
| Centrex | | Diagnostic | |
| Centrex 21 | | Diagnostic | |
| PBX Trunks | | Diagnostic | |
| Basic ISDN | | Diagnostic | |
| Qwest DSL | | Diagnostic | |
| • Unbundled Network Element – Platform (UNE-P) (POTS) | | Diagnostic | |
| • Unbundled Network Element – Platform (UNE-P) (Centrex) | | Diagnostic | |
| • Resale | | | |
| Primary ISDN | | Diagnostic | |
| DS0 | | Diagnostic | |
| DS1 | | Diagnostic | |
| DS3 and higher bit-rate services (aggregate) | | Diagnostic | |
| Frame Relay | | Diagnostic | |
| • LIS Trunks | | Diagnostic | |
| • Unbundled Dedicated Interoffice Transport (UDIT) | | | |
| UDIT – DS1 level | | Diagnostic | |
| UDIT – Above DS1 level | | Diagnostic | |
| • Unbundled Loops: | | | |
| Analog Loop | | Diagnostic | |
| Non-loaded Loop (2-wire) | | Diagnostic | |
| Non-loaded Loop (4-wire) | | Diagnostic | |
| DS1-capable Loop | | Diagnostic | |
| ISDN-capable Loop | | Diagnostic | |
| ADSL-qualified Loop | | Diagnostic | |
| Loop types of DS3 and higher bit-rates (aggregate) | | Diagnostic | |
| • E911/911 Trunks | | Diagnostic | |
| Availability: | | Notes: | |
| Available | | | |
| MR-10 Revision Log (since ROC PID version 4.0 dated October 22, 2001) | | | |
| Description | | Status | Date |
| • Add UNE-P (Centrex) product reporting category | | (Draft) | |

Attachment E

ROC TAG Meeting – Conference Call
April 11, 2002
1:00 pm MT

Purpose of Call

To address the agenda distributed on April 10th, which included:

Agenda items

1. Testing Status - Anita Martinez - update on status & draft final report date
2. Vendor Technical Conference #2 - Updated agenda sent 4/10
3. O&E Update - box score on Os&Es remaining and closed/unresolved list
4. PID Changes for OP-3, 4, 6 & 15 & PO-8 - previously distributed on 3/27
5. PID Changes for MR-3, 4, 6, 7, 8 & 10 - previously distributed on 3/27 (with MR-7 updated on 4/1) and MR-9 PID changes sent on 4/9
6. Liberty Schedule for Re-audits - see email from Marie Bakunas on 4/9
7. KPMG Tracking Items - Carrie Thielemann - CR27 update
8. TAG Issue Log - review/update
9. Touch Base with Steering Committee - do they need to meet on April 15th?
10. Other items?

Discussion Results

1. **Testing Status** – Anita Martinez reported that Test 12, Test 13, Test 19, Test 23 and Test 24 are now complete. The focus is now on PID analysis for Test 12 and Test 14. The Draft Final Report is still scheduled for 4/19.
2. **Vendor Technical Conference #2** – Denise Anderson sent out an updated agenda for VTC#2. This falls on the heels of the ROC spring meeting in Santa Fe. If there is time at the end of the VTC, KPMG will discuss the follow up questions from VTC#1. If time doesn't permit, this will be added to a TAG call or a separate call will be scheduled.
3. **O&E Update** - Carrie Thielemann reported that there are 8 remaining Os&Es. Liberty has 1 Observation and KPMG has 3 Exceptions and 4 Observations. Carrie reported that they are closing one exception today but reopening E3086. Denise Anderson reported that E3120 and O3107 have the potential to be serious. All parties are working on these issues and there will be a Project Managers meeting next Wednesday to focus on them.
4. **PID Changes for OP-3, 4,6 &15 &PO-8** – the TAG concurred with all proposed changes with the exception of the proposed definition for the Application Date. Qwest proposed the changes verbally at the meeting and the TAG preferred to see it in writing before concurring. Qwest will provide the proposed language. There was discussion regarding when Saturday counts. The criteria for Saturday being day zero is: 1) Residential and Business Resale and UNE-P. 2) No Dispatch required. 3) Flow Through order. The TAG concurred with Qwest going back and recalculating the data and not throwing out any orders that now have longer than standard intervals.

Attachment E

Residential is already reflected in the current reports. For Business and UNE-P, Qwest will go back to December and report the revised results in the next report.

5. **PID Changes for MR-3, 4,6,7,8,9 &10 and GA-7**– the TAG concurred with all proposed changes.
6. **Liberty Schedule for Re-audits**– there are no changes to the current schedule provided by Liberty which shows completion by April 30.
7. **KPMG Tracking** – Lynn Notarianni will distribute an email tonight clarifying whether the requested change in CR27 is going in Rel 10.0 or Rel 10.1. The next step is for Allegiance to decide if they want to withdraw the CR. Carrie Thielemann reported that she sent out Version 5.2 of the MTP on 4/9.
8. **TAG Issue Log:**
 - i. Issue #103- Mike Williams and John Finnegan are in discussions regarding Qwest's proposed changes to the PIDs. They are close to agreement. Mike will send out the new proposal next week. Denise Anderson won't send out the IMPASSE document at this time.
 - ii. Issue #108 – Andy Crain was not in attendance. This is abeyed till next week. Dan Poole will send the TAG the CMP filing made by Qwest. Megan Doberneck will send the CLEC comments on CMP.
 - iii. Issue #117 & 118 – Denise Anderson has sent the IMPASSE documents to the parties. The position statements were due yesterday. Qwest indicated that they had one more point to check on and hoped to be able to avoid IMPASSE. They will update us next week.
 - iv. Issue #119 – Tim Connelly was not on the call so abey till 4/18
9. **Touch Base with Steering Committee**– Wayne Hart and Sterling Sawyer agreed that there wasn't a need for a Steering Committee call on Monday 4/15.
10. **Other** – 1) Denise Anderson noted that we are celebrating our one-year anniversary of the start of transaction testing. There was a snowstorm on day one but HPC was still able to submit an order. 2) Denise Anderson stated that there would be a Project Managers call next Wednesday at 2 pm MT to discuss the potential impact issues with E3120 and O3107. 3) **O3081** – John Finnegan expressed concern about passing this exception with the no-decision for the Western Region. Qwest has indicated that after review of the KPMG results, 5 of the 31 instances should have been reconciled. 3 of the 5 should have been discounted entirely and 2 of the 5 were date changes due to CLEC requests. Qwest provided KPMG with the specifics of the 5 instances and KPMG will evaluate the back up data and recast the measures if appropriate. If the observation passes with the new information, KPMG will close the observation. If there is still no decision, KPMG will take it back to the TAG. 4) **E3086** – Bob Falcone reported that the original analysis indicated that Qwest failed UNE-P in all regions. Qwest recast the data due to the Saturday change resulting in a pass in all regions. KPMG closed the exception. On the Tuesday O&E call, AT&T requested that KPMG rescind that decision to close due to concerns with the retail comparisons not being like-for-like. It was agreed by all parties that KPMG would rescind the closure, recalculate the recast December to February data and compare UNE-P to Business Retail only, not Business and Residence Retail combined.

The next meeting will be on April 18th at 1:00 MT.

Attachment F

Summary of Notes on the Qwest Regional Performance Results Report April 2001 through March 2002 – Dated April 20, 2002 May 9, 2002

General Comments:

- Notes are based on ROC 271 Working PID Version 4.0.
- The display of N/As and blanks in statistical results may not appear as outlined in the "Explanation for Display of Statistics" at the bottom of this document. Programming refinements are pending.
- Instances where no CLEC and/or Qwest results are reported for a particular month, and instances where no measurement is reported, are due to no activity.
- Beginning with the Feb 01 - Jan 02 report, a pagination revision continues page numbers in sequence past the end of the Table of Contents instead of starting over at the beginning of the graphical presentation of results as in prior reports.
- Further review of UNE-P POTS and UNE-P Centrex 21 indicates that, contrary to initial presumptions, UNE-P Centrex 21 has characteristics different than POTS services that make it inappropriate to include with UNE-P POTS. To the extent past results included UNE-P Centrex 21 (expected to be relatively small volumes), the next report (for results from May 2001 through May 2002) will not include UNE-P Centrex 21.

| Notes/Comments on the Qwest Report of April 2001 – March 2002 Regional Results | | | | | | | | | | | | | | |
|--|--------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| PID Numbers | Products (if applicable) | Description of Note/Comment | A | M | J | J | A | S | O | N | D | J | F | M |
| All | All Applicable Products | Test CLEC IDs X99 and Y99 were removed from all measurements. X99 is an internal IMA code and Y99 is an internal EDI code. | | > | | | | | | | | | | |
| All | All Applicable Products | Updated USOC table was implemented beginning with May 01 results. | | > | | | | | | | | | | |
| All | All Applicable Products | In response to a test incident, implemented programming to change the statistical proportion and permutation algorithms. | R | R | R | R | > | | | | | | | |
| All | All Applicable Products | Implemented programming to add new ACNA/OCNs to the ACNA table. This change is included in reruns but only impacts results for Mar 02 forward because these ACNAs are for new CLECs. | | | | | | | | | R | R | R | > |
| All | All Applicable Products | As a result of Internal analysis, found that for western region orders (Northern ID, OR, WA) the SOMCN on the order did not hold the inward MCN and therefore the CLEC_ID did not map correctly. Implemented programming to pick up the inward MCN and recalculate the CLEC_ID based on the new MCN. The impact of this change is estimated to be minor, although it cannot be quantified precisely, due to other changes affecting the same results. | | | | | | | | | R | R | R | > |
| All Provisioning | All Applicable | In response to a test incident, the MSA translation table was | | | > | | | | | | | | | |

Attachment F

| Notes/Comments on the Qwest Report of April 2001 – March 2002 Regional Results | | | | | | | | | | | | | | |
|--|--------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| PID Numbers | Products (if applicable) | Description of Note/Comment | A | M | J | J | A | S | O | N | D | J | F | M |
| & Maintenance | Products | updated. This update resulted in changes or moves of some volumes between MSA and non-MSA categories. | | | | | | | | | | | | |
| All Provisioning & Maintenance | All Applicable Products | Programming was enhanced to default all MSA-type reporting utilized in retail comparables and wholesale products with both designed and non-designed results to Interval Zone 2 for Montana, North Dakota, South Dakota and Wyoming. | | | | R | R | > | | | | | | |
| All Provisioning & Maintenance | All Applicable Products | Applied rerun of programming to default all MSA-type reporting for Montana, North Dakota, South Dakota and Wyoming to Zone 2 reporting. | R | R | R | R | R | R | > | | | | | |
| All Provisioning & Maintenance | All Applicable Products | In response to an Arizona IWO, Qwest implemented a change in the statistical programming. In doing so, Qwest also identified and corrected situations where the parity score was being calculated incorrectly for products reported as both designed and non-designed. | R | R | R | R | R | R | > | | | | | |
| All Provisioning & Maintenance | All Applicable Products | The MSA table for Mar 02 had duplicate views found to be relevant when a wire center incurs number pooling. Two Oregon wire centers (503-707 and 503-897) have split off line numbers 6000 - 6999 to central office PTLDR13 which has an MSA-type disaggregation of "Yes." Both of these Oregon NPA/NXXs were previously served entirely out of central office SEDOR64 which had a MSA-type disaggregation of "No." Line number blocks 0000 - 5999 and 7000 - 9999 will continue to be served out of SEDOR64. Work is pending to block these and future duplications in the ART table on a going forward basis. For Mar 02, Qwest defaulted to the preexisting MSA-type designation. The impact is minimal. | | | | | | | | | | | | > |
| All Provisioning & Maintenance Interval PIDs | Residence & Business | As a result of internal analysis, found the Standard Interval Table needed to be modified for Colorado to reflect state-specific differences between wholesale and retail intervals. Added field to the table to identify Wholesale and Retail. Changed the Standard Interval Table for Colorado to include Retail Residence = 3 days and Retail Business = 3 days. Wholesale remained 2 days for these products in Colorado. This change did not impact results. | | | | | | | | | R | R | R | > |
| GA-1 & -2 | N/A | New, expanded hours of availability were implemented for IMA effective July 1, 2001. | | | | > | | | | | | | | |
| GA-1A & -2 | N/A | Due to the Code Red Worm Virus, Qwest shut down access to CLEC systems for an 11 hour period on August 7, 2001. This | | | | | X | | | | | | | |

Attachment F

| Notes/Comments on the Qwest Report of April 2001 – March 2002 Regional Results | | | | | | | | | | | | | | |
|--|--------------------------|--|---|---|---|---|---|---|---|---|---|---|---|---|
| PID Numbers | Products (if applicable) | Description of Note/Comment | A | M | J | J | A | S | O | N | D | J | F | M |
| | | prompted Qwest to re-evaluate its interpretation of the PID's outage definition for Gateway Availability measurements. Rather than taking a narrow interpretation, involving only the specific gateway, Qwest expanded its interpretation (still consistent with the PID) to include the effects of relevant firewall and computing network outages on specific gateway availability results. Accordingly, beginning with Jan 01 results and going forward, gateway availability results incorporate the effects of firewall and computing network outages, if any. Regarding the action taken in response to the Code Red Worm virus, had Qwest not been forced to shut down access to systems, results for Aug 01 would have been 100% for each of these measurements. | | | | | | | | | | | | |
| GA-1,-2, -3, -4 & -6 | N/A | Revised reporting to include the effects of all relevant firewall and computing network outages on specific gateway availability results. | R | R | R | R | R | R | R | > | | | | |
| GA-7 | N/A | Implemented reporting. | | | | | | | > | | | | | |
| PO-1 | N/A | Transaction type 8, Resale Loop Qualification, was added to reporting. | | | | > | | | | | | | | |
| PO-1A-1b, PO-1A-1c & PO-1A-1(b,c) | N/A | Implemented change to the report template to reorganize PO-1 graphical presentations in accordance with change made with the release of May 01 results. This eliminated separate reporting for the "accept" screen and combined the results with those for the "response" screen for appointment scheduler in GUI. Beginning with the Nov 00 - Oct 01 report, graphical presentations are now provided for results prior to this change and for combined reporting beginning with May 01 results. | | R | R | R | R | R | > | | | | | |
| PO-1A-9 & -10 PO-1B-9 & -10 | N/A | Implemented programming to add two new transactions types – Connecting Facility Assignment and Meet Point Inquiry – to reporting. | | | | | | | | > | | | | |
| PO-2 | N/A | ROMS and OMS data were added to the retail comparable results. | | > | | | | | | | | | | |
| PO-2 | Resale & UNE-P (POTS) | Implemented programming to report under the UNE-P (POTS) product category the new UNE-P (Business) and UNE-P (Centrex 21) that was offered separately from Resale. Initial volumes of these two UNE-P (POTS) products were reported under Resale Business and Centrex, respectively. Therefore, this change also included re-running past results to move those initial volumes from Resale to UNE-P (POTS). | R | R | R | R | R | R | > | | | | | |